

Ms. Marlene H. Dortch, Secretary
Tom, Chandler
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Ms. Dortch and Mr. Chandler,

As a Deaf customer of the Video Relay Services, there are several issues I would like to bring to your attention. First, with \$17.00 per conversational minutes award to any phone provider that do business with individual Video Relay Services such as Communication Services for the Deaf (CSD) of South Dakota with Sprint, I strongly believe this is way too much profit for CSD making \$15.00 per minute. This translates to millions of dollars per year into CSD coffers as well as other VRS vendors.

Sign Language interpreters are making between \$48,000 - \$60,000 dollars a year working for VRS Call Centers which is excessive among interpreters salary in the Deaf and Hard of Hearing communities. Most community interpreters earn between \$32,000-\$38,000 a year which is the norm. Therefore, in order to trim the costs, I would advise you to cut down the amount of conversational minutes to a reasonable cost, i.e., \$.05 cents per conversation minutes to VRS Vendors and not to exceed \$.05 cents for the phone providers.

Secondly, you have my support to trim the hours of VRS operations by several vendors. 24 hours is rather excessive and many employees of CSD use USAVRS to call out to make money for their non-profit organization. Eliminating the Spanish Translation VRS is a PLUS! I strongly believe this is a service to provide communication bridges between the Deaf and hearing people, not translating from one language to another. Thank you!

If you have any questions, feel free to email me at: EScheir@comcast.net.

Thank you,

Eric Scheir
Deaf customer